

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I have done business with two different cell phone companies. The first, when I signed on with them, gave me a tele. # three states away. It took two weeks for them to straighten it out, then they still tried to charge me for that serves, Then the over charges that I would have to call them, and spend much time on the phone helping them straighten their mess out. After cancelling their serves, they still tried to bill me. The same with the second carrier. Only worse. With the second carrier, I had signed on for the friends and family plan with two phones which were to be unlimited min. which they tried to charge me for. It took tree months to straighten that mess out. I will not pay for their faults. Unfortunatly it is easier for them as a large company to say it is the costomers fault, and give bad credit report. How do I protect myself, and others from this without having to spend yet again time on phones, and writing letters to try to straighten out my credit.

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
John Kristoff